

Performance Measure Profile

FAA Ratings by Employees

FY 2013 Methodology Report



Federal Aviation
Administration

Performance Measure Applicability

☐ **DOT Strategic Plan**

Goal: n/a

Outcome: n/a

Metric: n/a

☐ **Agency Priority Goal**

☒ **Destination 2025**

Goal: Create our Workplace of the Future

Outcome: FAA is widely recognized as a workplace of choice.

Metric: The FAA is rated in the top 25 percent of places to work in the federal government by employees.

FY 2013 Performance Target

75th percentile rank in the Best Places to Work (BPTW) Index for Federal Agencies Subcomponents.

Lead Organization: Human Resource Management (AHR)

	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Target	N/A	N/A	N/A	75%	75%
Actual	N/A	83%	83%	39%	TBD

Definition of Metric

Metric Unit:	FAA's percentile rank in the Partnership for Public Service (PPS) Best Places to Work (BPTW) Index results for Federal Agencies Subcomponents. The long term target is a specific percent percentile rank value, as are the interim targets.
Computation:	The Partnership for Public Service (PPS) obtains the Employee Viewpoint Survey (EVS) data from the Office of Personnel Management (OPM) and calculates the BPTW Index results. PPS ranks FAA's index result among the results for other federal agency subcomponents (e.g., components of the Department of Defense). FAA's percentile rank is based on its rank divided by the total number of federal agency subcomponents.
Formula:	The BPTW Index result for FAA will be an average of FAA's percent positive results for EVS items 40, 69, and 71, as calculated by PPS. (Item numbers are those in the EVS 2010 survey – see Scope of Metric below for item descriptions.) FAA's percentile rank = ((FAA's numerical rank)/(number of ranked federal agencies subcomponents)) times 100. For 2012, FAA's rank was 114 out of 292 federal agencies subcomponents, therefore it rank was $(114/292) \times 100 = 39\%$.
Scope of Metric:	The items used are indicators of employees' job and organizational satisfaction and PPS selected this combination of items for its overall index, based on statistical modeling of EVS results. The BPTW Index items are: Item 40. I recommend my organization as a good place to work. Item 69. Considering everything, how satisfied are you with your job? Item 71. Considering everything, how satisfied are you with your organization?

Method of Setting Target:	The 2018 target was selected relative to the 2010 baseline to set a stretch goal given typical trends in employee survey results.
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Why the FAA and/or DOT Choose this Metric

The BPTW is used to rank federal agencies and the rankings receive a lot of attention from Congress, the press and other stakeholders. It is often the most well publicized EVS result.

Public Benefit

Improvements in EVS results that are used to calculate the BPTW rankings would indicate that FAA is managing its workforce better. Research indicates that improved employee survey results are associated with higher organizational performance.

Partners

The FAA leadership, including executives, managers, and supervisors need to work collaboratively to improve BPTW Index results, particularly in the larger organizations, and all must be held accountable.

External Factors Affecting Performance

Factors such as Congressional decisions and negative press can affect employees' attitudes government-wide and within FAA. FAA's BPTW Index rank depends, in part, on the EVS results for other federal agencies, since a ranking is a comparison.

Source of the Data

OPM administers the EVS Survey, maintains the database and provides the official results and reports for the whole government and individual agencies. The Partnership for Public Service (PPS) obtains the Employee Viewpoint Survey (EVS) data from OPM and calculates the BPTW Index results and rankings.

Statistical Issues

FAA's results are based on a stratified sample of FAA employees and are subject to sampling error. There may also be error due to differences in the attitudes of the employees who respond to the survey and those who do not. For these reasons, it may take several years before an overall trend emerges.

Completeness

The Workplace of Choice Goal indicates that the core concept is that current and potential employees have positive views of FAA as a place to work. The BPTW index directly measures employees' attitudes with respect to job and organizational satisfaction. The EVS is administered and the results are analyzed using the highest professional standards.

Reliability

See above information on statistical issues concerning sampling error for the EVS.